

## LANGUAGE LINE

If you need language interpretation, please notify the DC agency you are contacting that you need an interpreter and state your native language in English. (Ex. "I speak Chinese", "I speak Korean", or "I speak Vietnamese".)

## TRASH

### WHO SHOULD I CONTACT TO REPORT ILLEGAL DUMPING?

It is your responsibility to report illegal dumping, overflowing dumpsters and unmaintained public spaces by calling the Mayor's City-wide Call Center at (202) 727-1000. Department of Public Works (DPW) investigates and determines the type of enforcement action to take, such as a



warning, a fine, or a seizure, in the case of a vehicle used in illegal dumping. When making a service request, you will receive a tracking number for every completed request. Then you may check back at any time to see when a DC government agency expects to investigate or take care of the problem.

### HELPFUL TIPS

- Learn your trash collection day.
- Use City-Issued Trash Containers with Tight-Fitting Lids
- Do not use grocery/shopping bags, cardboard boxes to dispose of trash.
- Disinfect trash containers to help keep pests away.
- Use cedar mulch to help repel animals.
- Keep your property Litter-Free.

## CITY GOVERNMENT PHONE DIRECTORY

**Mayor's Call Center**  
(For general requests and information)  
(202) 727-1000

**Metropolitan Police Department**  
**Fire & Emergency Medical Services**  
Emergency 911  
Non Emergency 311  
Website: [www.mpd.dc.gov](http://www.mpd.dc.gov)

**Department of Motor Vehicles**  
(202) 727-5000  
Website: [www.dmv.dc.gov](http://www.dmv.dc.gov)

**Department of Public Works**  
Calling for First Time Requests - (202) 727-1000  
Office of the Director for Repeating Notifications  
(202) 673-6833  
Website: [www.dpw.dc.gov](http://www.dpw.dc.gov)

**Recycling Hotline**  
(202) 645-8245  
Website:  
[www.recycle.dpw.dc.gov](http://www.recycle.dpw.dc.gov)

**Sanitation Services**  
(202) 727-4600



**Office on Asian & Pacific Islander Affairs**  
441 4th Street, NW, Suite 805 South  
Washington, DC 20001  
Main Line: (202) 727-3120  
Fax: (202) 727-9655  
Website : [www.apia.dc.gov](http://www.apia.dc.gov)

**Office Hours**  
Monday-Friday: 8:30AM — 5:30PM

## What Should I Know About Parking And Recycling?

**Office on Asian & Pacific  
Islander Affairs (OAPIA)**



## A Quick And Easy Guide To DC Public Works!



**Anthony A. Williams**  
Mayor of the District of Columbia

## BOOT & TOW

### WHY IS THERE A BOOT ON MY CAR?

The Department of Public Works (DPW) boots or tows vehicles in DC that have two or more 30-day-old, unpaid parking tickets. A boot is a device attached to the car's wheel in order to immobilize it. The boot can only be safely removed by DPW. A booted vehicle is subject to towing immediately, if the outstanding tickets and boot fee remain unpaid. Boots are normally removed less than two hours after fines have been paid.

### HOW DO I RETRIEVE MY VEHICLE?

Please call Department of Motor Vehicles (DMV) Customer Service at (202) 727-5000 to confirm the location of your vehicle. Be prepared to provide the state and license plate number of your vehicle. Remember to pay all fees, and present your payment receipt, vehicle registration, and valid driver's license at the DPW Blue Plains Vehicle Impoundment Lot (5001 Shepard Parkway, SW). If you do not claim the vehicle from the impoundment lot, it will be auctioned or sold as scrap.



### CAN I HAVE A HEARING AFTER MY VEHICLE IS BOOTED OR TOWED?

The registered owner or an individual with Power of Attorney may have a hearing on any outstanding parking ticket(s) less than 60 days old and the boot or tow fee. Once the ticket and corresponding fees are paid, the registered owner is no longer eligible for a hearing.

## PARKING

### WHERE CAN I PARK MY CAR?

You can only park or stop your car where the signs allow you to do so. Please read ALL signs carefully around the area. Parking your car illegally will result in a fine or having your car towed. If you have unresolved/unpaid tickets, your car may also get booted.

### CAN I STOP MY CAR ANYWHERE IF I HAVE MY HAZARD LIGHTS ON?

Please read ALL street signs before stopping your car. Hazard lights should only be used to warn other drivers that your vehicle is, or is about to become, a road hazard (i.e. engine is overheating, breaks are faulty, or your wipers are defective in the rain) and that you are slowing down to stop. You should also use hazard lights when you are in an emergency (i.e. rushing someone to a hospital) or when the car ahead of you has an accident and you want to warn other cars behind you.

### WHAT DOES THE "NO PARKING" AND "NO STANDING" SIGNS MEAN?

**No Parking:** In locations where the "No Parking Anytime" regulation is posted, no person shall park a vehicle. However, a commercial vehicle may occupy the area designated as "No Parking Anytime" for the purpose of and while actually engaged in loading and unloading.

**No Standing:** In locations where the "No Standing Anytime" regulation is posted, no person shall stand or park a vehicle except when necessary to avoid conflict with other traffic, in compliance with law, or at the direction of a police officer or traffic control device.

## RECYCLING

### WHAT SHOULD I KNOW ABOUT RECYCLING FOR MY BUSINESS?

Every business must have a recycling plan to recycle their plastic and paper goods. Businesses can contract with a private waste hauler to collect recyclable materials. By law, waste haulers who collect, process, and/or transport recyclable materials must be registered with the DC Office of Recycling. If your current solid waste contractor is unable to provide recycling collection service, you may contact the DC Office of Recycling for a list of registered collectors. If your business is small, you may wish to inquire with surrounding businesses to determine whether your business might share the cost of a common recycling contract and/or external container.



### WHO CAN I CALL TO PICK UP MY RECYCLABLES?

You must contract a registered DC recycling hauler to come and pick up your recyclable goods. It is advised that you verify that the company you choose is a registered recycler. To obtain the latest listings, please contact the Department of Public Works (DPW) Office of Recycling at (202) 645-8245.